




m/v Silver Cloud
Memorandum

Internal

TO:	Robin Lindsay, SVP Vessel Operations
CC:	Chief Engineer, Silver Cloud Staff Captain, Silver Cloud F&B Manager, Silver Cloud Franco Semeraro, FTL
FROM:	Captain, Silver Cloud Hotel Director, Silver Cloud
DATE:	Friday, December 27, 2002
SUBJECT:	USPH Inspection in Fort Lauderdale, Florida, 12/22/02

“ Service “
A True Culture Of Silversea

The following actions have been taken to correct each of the deficiencies noted during the sanitation inspection conducted on board the vessel SILVER CLOUD on December 22nd, 2002 in the port of Fort Lauderdale, Florida.

No	Reference	Inspection Results & Ship Corrective Action Taken
1	33	Food Service General: The floor scuppers located in the soup kettle areas were difficult to clean due to corrosion and peeling paint. Ship Corrective Action Taken: <i>Silversea/Vship Technical office is looking into a method to permanently eliminate corrosion from the scupper's surface as well as how to make the surface smoother and consequently easier to clean.</i>
2	 15 Loading Report	* Provisions: A few dented cans were noted in the dry stores room. Ship Corrective Action Taken: <i>General procedures for receiving and storing goods are outlined on sections 711 & 712 under paragraphs 11.0 through 11.7, 12.0 through 12.7 and 13.0 through 13.2 of the Fleet Operational Manual as well as on page 13 & 14 of the F&B Controller Manual and implemented onboard on a regular basis.</i> Sample of loading report.



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3	21	Food Service General The older pieces of galley equipment were difficult to clean due to crevices, open seams and gaps. Ship Corrective Action Taken: <i>Silversea/Vship Technical office is looking into gradually replacing, although in good working order, the older models with newer ones at the first opportunity.</i>
4	27	Main Galley - Hot line Food and grease residue was noted in the open seams of the flat top lang grill. Ship Corrective Action Taken: <i>Flat top lang grill has been dismantled and all food and grease residue removed. Procedures have been implemented to do this on a regular basis.</i>
5	22	Main Galley – Dishwasher The final rinse nozzles had an erratic spray pattern. Ship Corrective Action Taken: <i>New nozzles have been requested and will be replaced as soon as received.</i>
6	22	Main Galley – Dishwasher The final rinse pressure on the flight type dish wash machine was too high. Steam was noted coming out of the final rinse nozzles. Ship Corrective Action Taken: <i>Steam pressure has been re-adjusted.</i>
7	22	Crew Galley – Dishwasher The curtain was missing between the wash and final rinse compartment of the flight type dishwasher machine. Ship Corrective Action Taken: <i>All curtains are removed daily for cleaning and one was unintentionally misplaced. Missing curtain has been re-installed in between the wash and rinse compartments.</i>
8	36	Terrace Café The bulbs in the heat lamps were not properly shielded and they were not shatter-resistant bulbs. Ship Corrective Action Taken: <i>New shutter resistant bulbs have been requested and will be replaced as soon as received.</i>



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9	10	Pools There was no shepherd's hook provided by the pool. Ship Corrective Action Taken: <i>New Shepherd's Hook was delivered on the same day of inspection. It is now provided by the pool on deck 8</i>
10	07	* Potable Water There was no reduced backflow pressure assembly installed on the international shore connections. Ship Corrective Action Taken: <i>Backflow pressure assembly has been requested and will be installed as soon as received.</i>
11	33	Panoramic Bar Open pipe penetrations were noted underneath the bar counter Ship Corrective Action Taken: <i>Penetration has been closed.</i>
12	*	Corrective Action Report In developing the corrective action statement for this inspection, critical-item deficiencies (designated with yes in critical column (worth 3 - 5 points), whether debited or not, should include standard operating procedures and monitoring procedures implemented to prevent the recurrence of the critical deficiency. Ship Corrective Action Taken: <i>See Corrective Actions numbered 2 & 10.</i>

Best Regards

Master_____

Hotel Director_____

[acknowledged by]

Chief Engineer_____

Staff Captain_____